

Employee Assistance Program Services

- 24/7 toll-free access
- Short-term counseling and referral for federal employees and family members
- Supervisor consultation and coaching
- Critical incident stress management services
- Work/Life services, e.g., child/elder care resources
- Legal and financial services
- Health and wellness presentations
- Help with troubled relationships, depression, stress, emotional concerns, substance abuse, and more

We care. Just call.

1-800-222-0364
1-888-262-7848 (TTY)

www.FOH4You.com



EAP Employee Assistance Program

Implications of Unresolved Employee Problems For You

- Less effective employee
- Decreased team morale and effectiveness
- Increased time spent “cleaning up”
- Safety concerns
- Missed deadlines/unhappy customers



EAP Employee Assistance Program

Common Barriers to Confronting Performance Issues

- Uncertainty about what to say or do
- Concerned about harming employee's career
- Concerned confronting will inflame the problem
- Feeling unsupported by upper management
- Hesitant about how the employee will react



EAP Employee Assistance Program

The EAP as a Supervisory Tool

- 24/7 management consultations on workplace behavioral issues
- Coaching/guidance on working with troubled employees
- Coaching/guidance on how to refer employees to EAP



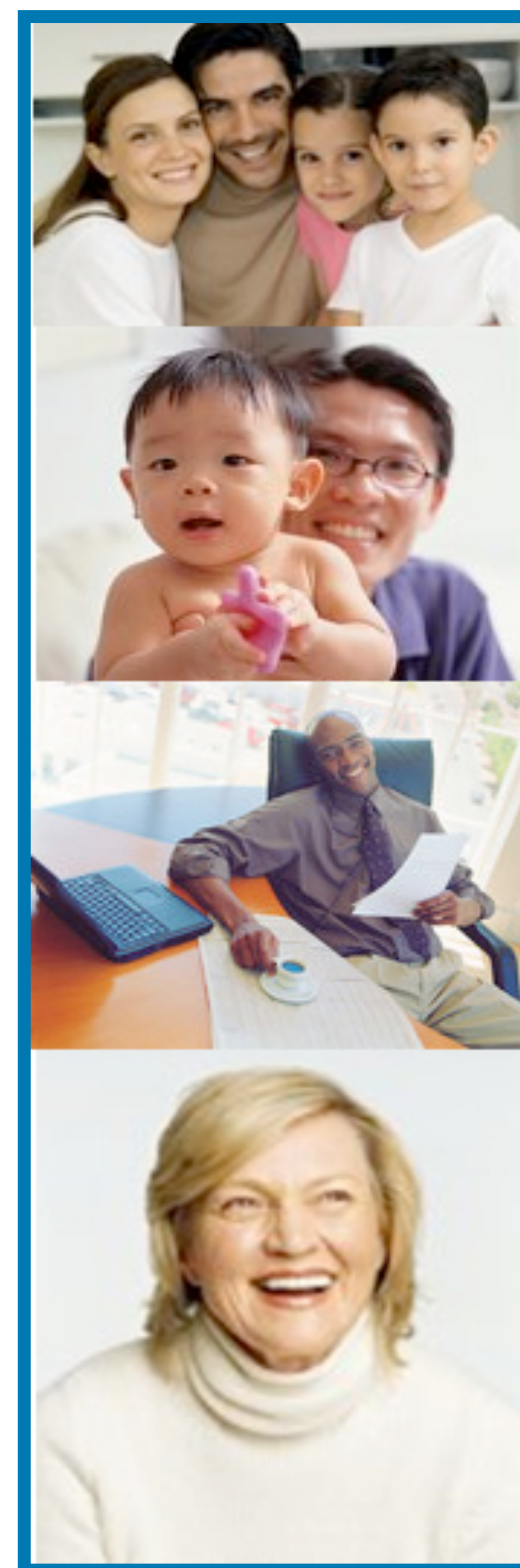
WorkLife4You

Overview of Work/Life Services



Overview

- Services are provided through an agreement with Federal Occupational Health, a division of the U.S. Department of Health and Human Services
- Employer-paid benefit provided at no cost to employees and their household members.
- Designed to help employees manage everyday challenges
- Specialists available 24/7 to help employees understand their options and locate resources that meet their specific needs

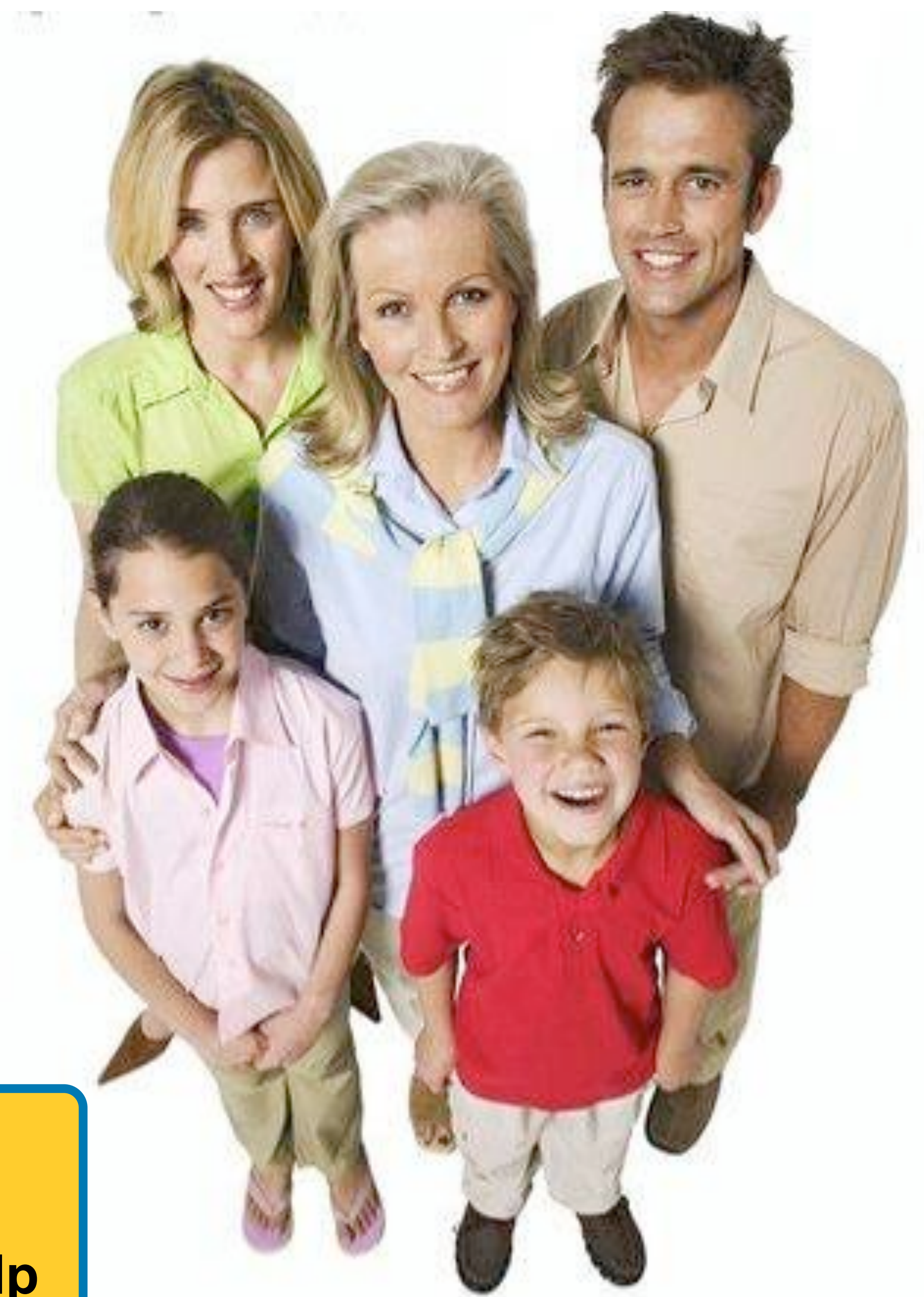


Life Event Management

WorkLife4You addresses these areas:

- **Child Care and Parenting**
- **Adult Care and Aging**
- **Education**
- **Health & Wellness**
- **Financial/Legal Services**
- **Daily Life**
- **Plus, a full line of kits, educational seminars and webinars, and much more!**

WorkLife4You offers education and referrals for a full continuum of care needs. Whether employees are single with no dependents or married with children, WorkLife4You can help them manage their work and personal responsibilities.



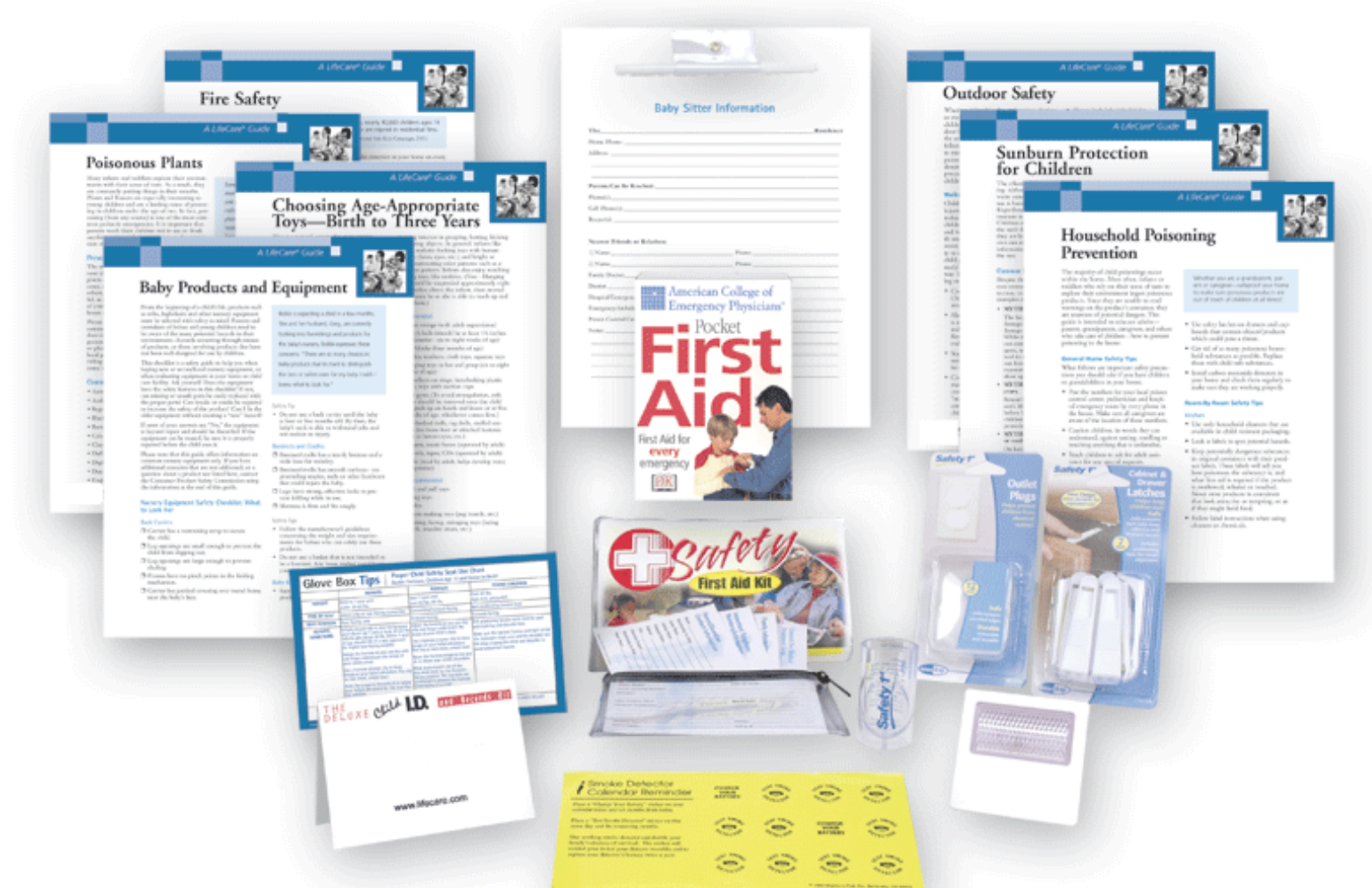
WorkLife4You Kits

- Designed to support and enhance our most common caregiving requests
- Developed through extensive research and development
- Continuous monitoring and evaluation
- Promotes employer of choice status

Prenatal Kit



Child Safety Kit



College Kit



Adult Caregivers Kit



Be Well Kit



Let WorkLife4You Make Your Life a Little Easier!

■ Call **800-222-0364** (TTY 888-262-7848)

■ Or log on to
www.worklife4you.com

- ◆ Look for the “Member Login” box. Do not click on the “New Users” link. Simply enter Screen Name: **gsfc** and Password: **gsfc** (all lowercase).
- ◆ For assistance logging on, contact the Help Desk at 888-604-9565



Created by Congress in 1946, FOH is the largest provider of safety and health within the federal government ~ FOH, your federal partner for 64 years.



WorkLife4You Services

Background



WorkLife4You Services

- Expert guidance
- Free educational materials
- Personalized referrals
- Interactive web site
- Online Discount Center



Child Care and Parenting

24/7 telephonic and online support to help employees with:

- ◆ Adoption
- ◆ Child Care
- ◆ Child Development
- ◆ Children with Disabilities
- ◆ Gifted & Talented Children
- ◆ Parenting & Grandparenting
- ◆ Nontraditional Families
- ◆ Prenatal and Breastfeeding
- ◆ Relationships
- ◆ Self-Help
- ◆ Summer Programs
- ◆ Work & Family



“My specialist found a terrific family day care right around the corner from my home that I never knew existed! My son absolutely loves the caregiver and the small environment is just what I was looking for.”



Adult Care and Aging

24/7 telephonic and online support to help employees with:

- ◆ Care Options and Living Arrangements
- ◆ Caregiver Issues and Concerns
- ◆ Geriatric Care Management
- ◆ Meal Delivery and In-home Services
- ◆ Hospice Services
- ◆ Medicare, Medicaid and Social Security
- ◆ Respite Care
- ◆ Funeral Planning
- ◆ Senior Health and Safety
- ◆ Transportation Services



“When my mom passed away last year I became concerned about my father—and it’s hard to take care of things from so far away. My specialist helped me find a senior center and a meal delivery program in his area. Now I know that he’s making new friends and eating a healthy diet! I also got some great tips on long-distance caregiving!”



In-Person Geriatric Care Management Assistance

WorkLife4You provides access to professional Geriatric Care Managers (GCM) to help you understand your aging loved one's specific needs.

- **Depending on your situation, you may be able to receive in-person assistance from a GCM at no cost to you!**
- **A GCM can conduct:**
 - ◆ **In-home assessments**—provides a thorough assessment of the elder's home and activities of daily living—and delivers a detailed care plan.
 - ◆ **Facility reviews**—visits and tours selected care facilities to evaluate and report on the environment, care, staffing, and overall level of quality.
 - ◆ **Post-hospitalization assessments**—visits the hospital prior to the elder's discharge to evaluate her/his condition and needs. In many cases, the GCM also will evaluate the home or facility where the care recipient will be going.
 - ◆ **Ongoing care coordination**—provides a variety of services and assistance including coordination of medical services, bill paying, appointment coordination, setting up community services, insurance claims submission support, etc.



GCMs have specialized training in counseling, nursing, mental health, social work, psychology, gerontology, or other care management fields. They are trained to assess your older loved ones' physical, mental, social, and financial needs..



Education

24/7 telephonic and online support to help employees with:

- ◆ College & Continuing Education
- ◆ Distance Learning
- ◆ Elementary Education
- ◆ Extracurricular Activities
- ◆ Financial Aid
- ◆ Scholarship Searches
- ◆ Educational Loan Guidance
- ◆ Graduate School
- ◆ Middle/High School
- ◆ Nursery School/Preschool
- ◆ Pre-K/Kindergarten
- ◆ Special Education
- ◆ Tutoring



“When my parents and I were looking for a college that specialized in environmental law, Mom called a specialist who helped us locate 10 schools that met my needs—and three financial aid resources specifically for law students.”



Health and Wellness

24/7 telephonic and online support to help employees with:

- ◆ Children's Health
- ◆ Diet/Nutrition
- ◆ Emotional Well-Being
- ◆ General Health
- ◆ Health and Prevention
- ◆ Holistic Medicine
- ◆ Medications
- ◆ Men's Health
- ◆ Prenatal Health
- ◆ Safety
- ◆ Senior Health
- ◆ Women's Health

“To help lower my cholesterol, my doctor recommended a diet and exercise regimen. My specialist helped me find a fitness club within my budget—and gave me some helpful information on healthy eating and understanding good and bad cholesterol.”



Financial and Legal

24/7 telephonic and online support to help employees with:

- ◆ Credit/Debt Management
- ◆ Divorce
- ◆ Educational Funding
- ◆ Elder Law
- ◆ Estate Planning
- ◆ Financing Life Events
- ◆ Government Programs
- ◆ Insurance
- ◆ Legal Issues
- ◆ Living Wills
- ◆ Mortgages and Loans
- ◆ Retirement Planning



New partnership with Jean Chatzky delivers a full suite of financial planning seminars. Jean is financial editor for NBC's *Today*, a contributing editor for *More Magazine*, a columnist for *The New York Daily News*, and a contributor to *The Oprah Winfrey Show*.



Daily Life

24/7 telephonic and online support to help employees with:

- ◆ Automotive
- ◆ Relocation
- ◆ Home Improvement
- ◆ Pet Care
- ◆ Travel
- ◆ Utilities/Home Services
- ◆ Special Events
- ◆ And much more

“Recently, the water pipe to my washing machine cracked and water was leaking all over my laundry room. I called a specialist and she found me three plumbers in my area who could come to my house immediately.”



Available Service Enhancements



Educational Seminars and Webinars

Best-in-class educational seminars educate employees on a wide range of work/life topics:

- Onsite events available
- More than 100 seminars and webinars, including these popular subjects:
 - ◆ Retirement and Estate Planning
 - ◆ Nutrition 101
 - ◆ Time Management and Organizational Skills
 - ◆ Working Parents: How to Achieve Balance
 - ◆ Bullying: How to Protect Your Child

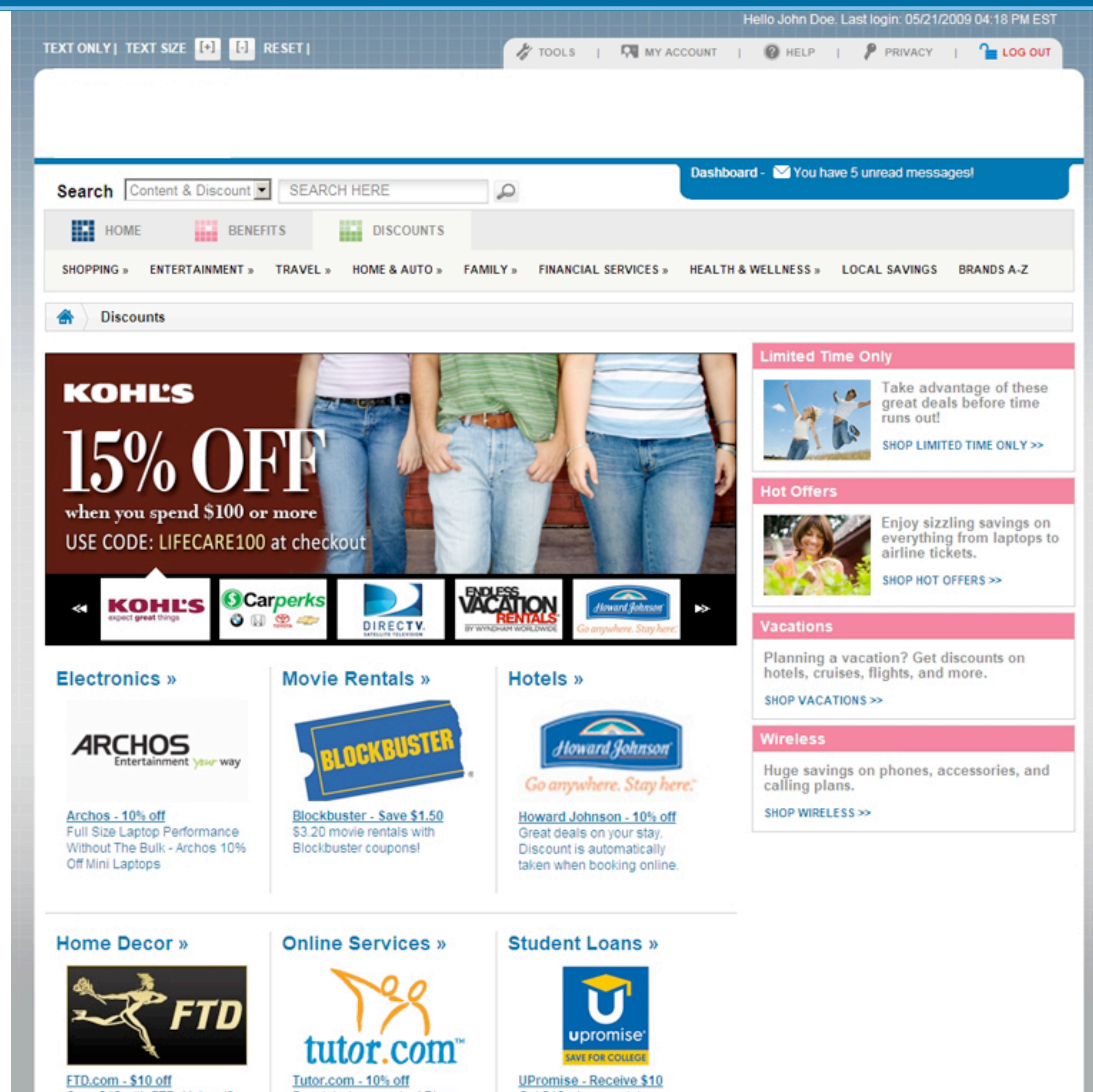
New partnership with Jean Chatzky delivers a full suite of financial planning seminars. Jean is financial editor for NBC's *Today*, a contributing editor for *More Magazine*, a columnist for *The New York Daily News*, and a contributor to *The Oprah Winfrey Show*.



Online Discount Center

- Hundreds of pre-negotiated deals
- Brand-name products and services that are most valuable to employees
- Draws members to the site on a regular basis

The Discount Center can dramatically increase utilization of the entire work/life program!



Optional Work/Life Enhancements

**Mothers
at WorkSM**
*Premium Workplace
Breastfeeding Program*



- Improves recruitment and retention
- 24/7 access to lactation consultants
- Print and online content
- On-site seminars/classes
- Pump subsidy program
- Mothers at Work kit

**Backup
Care
ConnectionSM**



- Placement at fully credentialed backup care providers
- Center-based or in-home options
- Covers mildly ill and well children and adults
- Very low cost to employees: \$10 co-pay
- Simple registration and placement – can call toll-free or log on at any time of the day or night to submit a backup care request
- Nationwide coverage of high quality providers



The Value of Work/Life



The Case for Work/Life Support in the Federal Workplace

- 54% of federal government employees reported having child care or adult dependent care needs, or both. OPM Dependent Care Survey 2006
- 17% of caregivers feel their health has gotten worse as a result of caregiving. National Alliance for Caregiving 2009
- 44% of employees experience some or a lot of work/life conflict. These employees are less likely to experience positive work and health and well being outcomes. Families and Work Institute 2009
- 29% of U.S. workers now consider work-life balance to be the most important factor in considering job offers. CNN/Money 2008
- Improving work and family balance is a primary goal of President Obama's White House Task Force on Middle Class Working Families.
- OPM Director John Berry cited "improving work/life and workplace conditions" for federal employees as a short-term goal. Washington Post, 5/28/09

“Workplace flexibility isn’t just a women’s issue. It’s an issue that affects the well-being of our families and the success of our businesses. It affects the strength of our economy.....the workplaces and jobs of the future we need to complete in today’s global economy.”

President Obama, White House Forum on Workplace Flexibility, March 2010



The Value of Work/Life

Without Work/Life support, even the most productive employees are at risk of losing focus, calling in sick, or even quitting their jobs.

WorkLife4You helps employers:

- Improve workplace productivity
- Reduce employee absenteeism
- Raise employee morale
- Improve recruitment and retention
- Develop “employer of choice” status
- Improve the bottom line

On average, WorkLife4You saves employees over 13 hours per case (request) which translates into significant productivity gains.



WorkLife4You: More than Dependent Care

Actual Cases from 2009

- Contractor for **home improvements**– needs experience with historic homes
- A **child care center** for a baby I just adopted from Russia
- A place to get the **MMR vaccine** administered in 3 separate injections
- A male **physical therapist** to come to my home every weekend
- The quickest way to **adopt my niece** from Africa
- A progressive **Roman Catholic Church** close to public transportation
- Someone to **move a 500-lb shed** from front yard to back yard
- A **new engine** for my car
- **Apartment for low-rent**; currently living in the airport
- **Pet Cremation** services

